

Substitute Bill No. 917

January Session, 2003

AN ACT CONCERNING PREFERRED PROVIDER NETWORKS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- 1 Section 1. Section 38a-479aa of the general statutes is repealed and
- 2 the following is substituted in lieu thereof (*Effective October 1, 2003*):
- 3 (a) As used in this section, sections 2 to 4, inclusive, of this act, and subsection (b) of section 20-138b:
- 1 Subsection (b) of section 20 150b.
- 5 (1) "Covered benefits" means health care services to which an enrollee is entitled under the terms of a managed care plan;
- 7 (2) "Enrollee" means an individual who is eligible to receive health 8 care services through a preferred provider network;
- 9 [(1)] (3) "Health care services" means health care related services or
- 10 products rendered or sold by a provider within the scope of the
- 11 provider's license or legal authorization, and includes hospital,
- 12 medical, surgical, dental, vision and pharmaceutical services or
- 13 products;
- 14 (4) "Managed care organization" means a managed care
- 15 <u>organization, as defined in section 38a-478;</u>
- 16 (5) "Managed care plan" means a managed care plan, as defined in
- 17 section 38a-478;

- [(2)] (6) "Person" means an individual, agency, political subdivision, partnership, corporation, limited liability company, association or any other entity;
- 21 [(3)] (7) "Preferred provider network" or "network" means [an 22 arrangement in which agreements relating to the health care services 23 to be rendered by providers, including the amounts to be paid to the 24 providers for such services, are entered into between such providers 25 and a person who establishes, operates, maintains or underwrites the 26 arrangement, in whole or in part, and includes any provider-27 sponsored preferred provider network or independent practice 28 association that offers network services, but a person, which is not a 29 managed care organization, but which accepts financial liability for the 30 delivery of health care services and establishes, operates or maintains 31 an arrangement or contract with providers relating to (A) the health 32 care services rendered by the providers, and (B) the amounts to be 33 paid to the providers for such services. "Preferred provider network" 34 or "network" does not include a workers' compensation preferred 35 provider organization established pursuant to section 31-279-10 of the 36 regulations of Connecticut state agencies; [or an arrangement relating 37 only to health care services offered by providers to individuals covered 38 under self-insured Employee Welfare Benefit Plans established 39 pursuant to the federal Employee Retirement Income Security Act of 40 1974, as from time to time amended;
- [(4)] (8) "Provider" means an individual or entity duly licensed or legally authorized to provide health care services; and
- [(5)] (9) "Commissioner" means the Insurance Commissioner.
- I(b) All preferred provider networks shall file with the commissioner prior to the start of enrollment and shall annually update such filing by July first of each year thereafter.
- 47 (b) On and after May 1, 2004, no preferred provider network may 48 conduct business in this state unless it is licensed by the commissioner.

action relating to such network, or controlling company or organization in this state or in any other state; and (G) the identity, address and current relationship of any related or predecessor controlling company or organization. For purposes of this subparagraph, "related" means that a substantial number of the board or policy-making body members, executive officers or principal owners of both companies are the same; (2) a general description of the preferred provider network and participation in the preferred provider network, including: (A) The geographical service area of and the names of the hospitals included in the preferred provider network; [and] (B) the primary care physicians, the specialty physicians, any other contracting [health care] providers and the number and percentage of each group's capacity to accept new patients; (C) a list of all entities on whose behalf the preferred provider network has contracts or agreements to provide health care services; (D) a table listing all major categories of health care services provided by the preferred provider network; (E) an approximate number of total enrollees served in all of the preferred provider network's contracts or agreements; (F) a list of subcontractors of the preferred provider network, not including individual participating providers, that assume financial risk from the preferred provider network and to what extent each subcontractor assumes financial risk; (G) a contingency plan describing how contracted health care services will be provided in the event of insolvency; and (H) any other information requested by the commissioner; and (3) the name and address of the person to whom applications may be made for participation.

(c) Any person developing a preferred provider network, or expanding a preferred provider network into a new county, pursuant to this section and subsection (b) of section 20-138b, shall publish a notice, in at least one newspaper having a substantial circulation in the service area in which the preferred provider network operates or will operate, indicating such planned development or expansion. Such notice shall include the medical specialties included in the preferred provider network, the name and address of the person to whom

84 85

86

87 88

89

90

91

92

93

94

95

96

97

98

99

100 101

102

103

104 105

106

107

108

109

110

111

112

113

114

115

116

- applications may be made for participation and a time frame for 118
- 119 making application. The preferred provider network shall provide the
- 120 applicant with written acknowledgment of receipt of the application.
- 121 Each complete application shall be considered by the preferred
- 122 provider network in a timely manner.
- 123 (d) (1) Each preferred provider network shall file with the 124 commissioner and make available upon request from a provider [,] the 125 general criteria for its selection or termination of providers. Disclosure 126 shall not be required of criteria deemed by the preferred provider 127 network to be of a proprietary or competitive nature that would hurt 128 the preferred provider network's ability to compete or to manage 129 health care services. For purposes of this section, [disclosure of] criteria 130 is of a proprietary or [anticompetitive] competitive nature if it has the 131 tendency to cause [health care] providers to alter their practice pattern 132 in a manner that would circumvent efforts to contain health care costs 133 and criteria is of a proprietary nature if revealing the criteria would cause the preferred provider network's competitors to obtain valuable 134 135 business information.
 - (2) If a preferred provider network uses criteria that have not been filed pursuant to subdivision (1) of this subsection to judge the quality and cost-effectiveness of a provider's practice under any specific program within the preferred provider network, the preferred provider network may not reject or terminate the provider participating in that program based upon such criteria until the provider has been informed of the criteria that the provider's practice fails to meet.
 - (e) A preferred provider network [which has a limited network and which does not provide any reimbursement when an enrollee obtains service outside that limited network shall inform each applicant of that fact prior to enrolling the applicant for coverage] shall permit the Insurance Commissioner to inspect its books and records.
- 149 (f) Each preferred provider network shall permit the commissioner

138

139

140

141 142

143

144

145

146

147

- 150 to examine, under oath, any officer or agent of the preferred provider
- 151 <u>network or controlling company or organization with respect to the</u>
- 152 use of the funds of the network, company or organization, and
- compliance with (1) the provisions of this part and sections 2 to 4,
- inclusive, of this act, and (2) the terms and conditions of its contracts to
- provide health care services.
- 156 (g) Each preferred provider network shall file with the
- 157 commissioner a notice of any material modification of any matter or
- document furnished pursuant to this part, and sections 2 to 4,
- inclusive, of this act, and shall include such supporting documents as
- are necessary to explain the modification.
- 161 (h) Each preferred provider network shall maintain a minimum net
- worth of either (A) the greater of (i) two hundred fifty thousand
- dollars, or (ii) an amount equal to eight per cent of its annual
- 164 expenditures as reported on its most recent financial statement
- 165 <u>completed and filed with the commissioner in accordance with section</u>
- 166 <u>38a-54</u>, or (B) another amount determined by the commissioner.
- (i) Each preferred provider network shall maintain or arrange for a
- letter of credit, bond, surety, reinsurance, or other financial security
- acceptable to the commissioner in an amount equal to any outstanding
- amounts owed by the preferred provider network to its participating
- 171 providers for the exclusive use of paying any outstanding amounts
- owed participating providers in the event of insolvency. Such amount
- 173 may be credited against the network's minimum net worth
- 174 requirements set forth in subsection (h) of this section.
- (i) Each preferred provider network shall pay the applicable license
- or renewal fee specified in section 38a-11, as amended by this act. The
- 177 commissioner shall use the amount of such fees solely for the purpose
- 178 of regulating preferred provider networks.
- (k) In no event, including, but not limited to, nonpayment by the
- 180 managed care organization, insolvency of the managed care
- 181 organization, or breach of contract between the managed care

- 182 organization and the preferred provider network, shall a preferred
- 183 provider network bill, charge, collect a deposit from, seek
- compensation, remuneration or reimbursement from, or have any 184
- 185 recourse against an enrollee or enrollee's designee, other than the
- 186 managed care organization, for covered benefits provided.
- 187 (l) Each contract or agreement between a preferred provider
- 188 network and a participating provider shall contain a provision that if
- 189 the preferred provider network fails to pay for health care services as
- 190 set forth in the contract, the enrollee shall not be liable to the
- 191 participating provider for any sums owed by the managed care
- 192 organization or preferred provider network.
- 193 Sec. 2. (NEW) (Effective May 1, 2005) (a) On and after May 1, 2005, no
- 194 managed care organization may enter into, renew, continue or
- 195 maintain a contractual relationship with a preferred provider network
- 196 that is not licensed in accordance with section 38a-479aa of the general
- 197 statutes, as amended by this act.
- 198 (b) Each managed care organization that contracts with a preferred
- 199 provider network shall maintain or require the preferred provider
- 200 network to maintain a letter of credit, bond, surety, reinsurance or
- 201 other financial security acceptable to the Insurance Commissioner in
- 202 an amount equal to any outstanding amounts owed by the preferred
- 203 provider network to its participating providers. In the event of
- 204 insolvency such security shall be used by the preferred provider
- 205 network, or other entity designated by the commissioner, solely for the
- 206 purpose of paying any outstanding amounts owed participating
- 207 providers.
- 208 (c) Each managed care organization that contracts with a preferred
- 209 provider network shall provide at the time the contract is entered into
- 210 and annually thereafter:
- 211 (1) Information, as determined by the managed care organization,
- 212 regarding the amount and method of remuneration to be paid to the
- preferred provider network; 213

- 214 (2) Information, as determined by the managed care organization, to 215 assist the preferred provider network in being informed regarding any 216 financial risk assumed under the contract or agreement, including, but 217 not limited to, enrollment data, primary care provider to covered 218 person ratios, provider to covered person ratios by specialty, a table of 219 the services that the preferred provider network is responsible for, 220 expected or projected utilization rates, and all factors used to adjust 221 payments or risk-sharing targets;
 - (3) The National Associations of Insurance Commissioners annual statement for the managed care organization; and
- 224 (4) Any other information the commissioner may require.
- 225 (d) Each managed care organization shall ensure that any contract it 226 has with a preferred provider network includes:
 - (1) A provision that requires the preferred provider network to provide to the managed care organization at the time a contract is entered into, annually, and upon request of the managed care organization, (A) the financial statement completed in accordance with section 38a-54 of the general statutes, as applicable, and section 38a-479aa of the general statutes, as amended by this act; (B) documentation that satisfies the managed care organization that the preferred provider network has sufficient ability to accept financial risk; and (C) documentation that satisfies the managed care organization that a preferred provider network has appropriate management expertise and infrastructure;
 - (2) A provision that requires the preferred provider network to provide to the managed care organization a quarterly status report that includes (A) information updating the financial statement completed in accordance with section 38a-54 of the general statutes, as applicable, and section 38a-479aa of the general statutes, as amended by this act; (B) a report showing amounts paid to those providers who provide health care services on behalf of the managed care organization; (C) an estimate of payments due providers but not yet reported by providers;

223

227

228

229

230

231

232

233

234

235

236

237

238

239

240

241

242

243

244

- and (D) amounts owed to providers for that quarter;
- (3) A provision that requires the preferred provider network to provide notice to the managed care organization not later than thirty days after (A) any change involving the ownership structure of the preferred provider network; (B) financial or operational concerns regarding the financial viability of the preferred provider network; or (C) the preferred provider network's loss of a license in this or any other state;
 - (4) A provision that if the managed care organization fails to pay for health care services as set forth in the contract, the enrollee will not be liable to the provider or preferred provider network for any sums owed by the managed care organization or preferred provider network;
 - (5) A provision that the preferred provider network shall include in all contracts between the preferred provider network and participating providers a provision that if the preferred provider network fails to pay for health care services as set forth in the contract, for any reason, the enrollee will not be liable to the participating provider or preferred provider network for any sums owed by the managed care organization or preferred provider network;
 - (6) A provision requiring the preferred provider network to provide information to the managed care organization, satisfactory to the managed care organization, regarding the preferred provider network's reserves for financial risk;
 - (7) A provision that (A) the preferred provider network or managed care organization shall post and maintain a letter of credit, bond, surety, reinsurance or other financial security acceptable to the commissioner in an amount equal to any outstanding amounts owed by the preferred provider network to its participating providers, (B) the managed care organization shall determine who posts the security required under subparagraph (A) of this subdivision, and (C) that in the event of insolvency, such security shall be used by the preferred

- provider network, or other entity designated by the commissioner, solely for the purpose of paying any outstanding amounts owed
- 280 participating providers;

- 281 (8) A provision under which the managed care organization is 282 permitted, at the discretion of the managed care organization, to pay 283 participating providers directly and in lieu of the preferred provider 284 network, in the event of insolvency or mismanagement by the 285 preferred provider network;
 - (9) A provision transferring and assigning contracts between the preferred provider network and participating providers to the managed care organization for the provision of future services by participating providers to enrollees, at the discretion of the managed care organization, in the event the preferred provider network becomes insolvent or otherwise ceases to conduct business, as determined by the commissioner; and
 - (10) A provision that each contract or agreement between the preferred provider network and participating providers shall include a provision transferring and assigning contracts between the preferred provider network and participating providers to the managed care organization for the provision of future health care services by participating providers to enrollees, at the discretion of the managed care organization, in the event the preferred provider network becomes insolvent or otherwise ceases to conduct business, as determined by the commissioner.
 - (e) Each managed care organization that contracts with a preferred provider network shall have adequate procedures in place to notify the commissioner that a preferred provider network has experienced an event that may threaten the preferred provider network's ability to materially perform under its contract with the managed care organization. The managed care organization shall provide such notice to the commissioner not later than five days after it discovers that the preferred provider network has experienced such an event.

- 310 (f) Each managed care organization that contracts with a preferred 311 provider network shall monitor and maintain systems and controls for 312 monitoring the financial health of the preferred provider networks 313 with which it contracts.
 - (g) Each managed care organization that contracts with a preferred provider network shall provide to the commissioner, and update on an annual basis, a contingency plan, satisfactory to the commissioner, describing how health care services will be provided to enrollees if the preferred provider network becomes insolvent or is mismanaged. The contingency plan shall include a description of what contractual and financial steps have been taken to ensure continuity of care to enrollees if the preferred provider network becomes insolvent or is mismanaged.
 - (h) Notwithstanding any agreement to the contrary, each managed care organization shall retain full responsibility for providing coverage for health care services pursuant to any applicable managed care plan or any applicable state or federal law.
 - (i) Notwithstanding any agreement to the contrary, each managed care organization shall be able to demonstrate to the satisfaction of the commissioner that the managed care organization can fulfill its nontransferable obligations to provide coverage for the provision of health care services to enrollees in any event, including, but not limited to, the failure, for any reason, of a preferred provider network.
 - (j) Nothing in section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, shall be construed to require a preferred provider network to share proprietary information with a managed care organization concerning contracts or financial arrangements with providers who are not included in that managed care organization's network, or other preferred provider networks or managed care organizations.
- Sec. 3. (NEW) (*Effective October 1, 2003*) (a) If the Insurance Commissioner determines that a preferred provider network or

managed care organization, or both, have not complied with any provision in section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, the commissioner may (1) order the preferred provider network or managed care organization, or both, to cease and desist all operations in violation of said sections; (2) terminate or suspend the preferred provider network's license; (3) institute a corrective action against the preferred provider network or managed care organization, or both; (4) order the payment of a civil penalty by the preferred provider network or managed care organization, or both, of not more than one thousand dollars for each and every act or violation; (5) order the payment of such reasonable expenses as may be necessary to compensate the commissioner in conjunction with any proceedings held to investigate or enforce violations of section 38a-479aa of the general statutes, as amended by this act, and sections 2 to 4, inclusive, of this act; and (6) use any of the commissioner's other enforcement powers to obtain compliance with section 38a-479aa of the general statutes, as amended by this act, and sections 2 to 4, inclusive, of this act. The commissioner may hold a hearing concerning any matter governed by section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, in accordance with section 38a-16 of the general statutes. Subject to the same confidentiality and liability protections set forth in subsections (c) and (k) of section 38a-14 of the general statutes, the commissioner may engage the services of attorneys, appraisers, independent actuaries, independent certified public accountants or other professionals and specialists to assist the commissioner in conducting an investigation under this section, the cost of which shall be borne by the managed care organization or preferred provider network, or both, that is the subject of the investigation.

(b) If a preferred provider network fails to comply with any provision of section 38a-479aa of the general statutes, as amended by this act, or sections 2 to 4, inclusive, of this act, the commissioner may assign or require the preferred provider network to assign its rights and obligations under any contract with participating providers in

342

343

344

345

346

347

348

349

350

351

352

353

354

355

356

357

358

359

360

361

362 363

364

365

366

367

368

369

370

371

372

373

374

- 377 (c) The commissioner shall receive and investigate any grievance 378 filed against a preferred provider network or managed care 379 organization, or both, by an enrollee or an enrollee's designee 380 concerning matters governed by section 38a-479aa of the general 381 statutes, as amended by this act, or sections 2 to 4, inclusive, of this act. 382 The commissioner shall code, track and review such grievances. The 383 preferred provider network or managed care organization, or both, 384 shall provide the commissioner with all information necessary for the 385 commissioner to investigate such grievances. The information 386 collected by the commissioner pursuant to this section shall be 387 maintained as confidential and shall not be disclosed to any person 388 except to the extent necessary to carry out the purposes of section 38a-389 479aa of the general statutes, as amended by this act, and sections 2 390 and 3 of this act, and as allowed under title 38a of the general statutes.
- Sec. 4. (NEW) (*Effective October 1, 2003*) The Insurance Commissioner may adopt regulations, in accordance with chapter 54 of the general statutes, to implement the provisions of section 38a-479aa of the general statutes, as amended by this act, and sections 2 and 3 of this act.
- Sec. 5. Subsection (a) of section 38a-11 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective* 398 October 1, 2003):
- 399 (a) The commissioner shall demand and receive the following fees: 400 (1) For the annual fee for each license issued to a domestic insurance 401 company, one hundred dollars; (2) for receiving and filing annual 402 reports of domestic insurance companies, twenty-five dollars; (3) for 403 filing all documents prerequisite to the issuance of a license to an 404 insurance company, one hundred seventy-five dollars, except that the 405 fee for such filings by any health care center, as defined in section 38a-406 175, shall be one thousand one hundred dollars; (4) for filing any 407 additional paper required by law, fifteen dollars; (5) for each certificate

responsibility of the entity making the request and such entity shall pay to the commissioner one hundred dollars for such examination and the actual traveling expenses of the examination administrator to administer such examination; (15) with respect to motor vehicle physical damage appraisers: (A) An examination fee of forty dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of forty dollars to the commissioner for each examination taken by an applicant; (B) a fee of forty dollars for each license issued or renewed; and (C) the expense of any examination administered outside the state shall be the responsibility of the entity making the request and such entity shall pay to the commissioner one hundred dollars for such examination and the actual traveling expenses of the examination administrator to administer such examination; (16) with respect to certified insurance consultants: (A) An examination fee of thirteen dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of thirteen dollars to the commissioner for each examination taken by an applicant; (B) a fee of two hundred dollars for each license issued; and (C) a fee of one hundred twenty-five dollars for each license renewed; (17) with respect to surplus lines brokers: (A) An examination fee of ten dollars for each examination taken, except when a testing service is used, the testing service shall pay a fee of ten dollars to the commissioner for each examination taken by an applicant; and (B) a fee of five hundred dollars for each license issued or renewed; (18) with respect to fraternal agents, a fee of forty dollars for each license issued or renewed; (19) a fee of thirteen dollars for each license certificate requested, whether or not a license has been issued; (20) with respect to domestic and foreign benefit societies shall pay: (A) For service of process, twenty-five dollars for each person or insurer to be served; (B) for filing a certified copy of its charter or articles of association, five dollars; (C) for filing the annual report, ten dollars; and (D) for filing any additional paper required by law, three dollars; (21) with respect to foreign benefit societies: (A) For each certificate of organization or compliance, four dollars; (B) for each certified copy of permit, two dollars; and (C) for each copy of a report

443

444

445

446

447 448

449

450

451

452

453

454

455

456

457

458

459

460

461

462

463

464

465

466

467

468

469

470

471

472

473

474

475 476

478 or certificate of condition of a society to be filed in any other state, four 479 dollars; (22) with respect to reinsurance intermediaries: A fee of five 480 hundred dollars for each license issued or renewed; (23) with respect 481 to viatical settlement providers: (A) A filing fee of thirteen dollars for 482 each initial application for a license made pursuant to section 38a-465a; 483 and (B) a fee of twenty dollars for each license issued or renewed; (24) 484 with respect to viatical settlement brokers: (A) A filing fee of thirteen 485 dollars for each initial application for a license made pursuant to 486 section 38a-465a; and (B) a fee of twenty dollars for each license issued 487 or renewed; (25) with respect to preferred provider networks, a fee of 488 two thousand five hundred dollars for each license issued or renewed; 489 (26) with respect to rental companies, as defined in section 38a-799, a 490 fee of forty dollars for each permit issued or renewed; and [(26)] (27) with respect to each duplicate license issued a fee of twenty-five 491 492 dollars for each license issued.

This act shall take effect as follows:	
Section 1	October 1, 2003
Sec. 2	<i>May 1, 2005</i>
Sec. 3	October 1, 2003
Sec. 4	October 1, 2003
Sec. 5	October 1, 2003

INS Joint Favorable Subst.

PH Joint Favorable